



ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: (

Fax: (

Priority: Respond Within Five Days

Opinion

No. 2010

90436

Date: 10/21/2010

Complaint Description:

08A Rate Case Items - Opposed

N/A Not Applicable

First:

Last:

Complaint By:

Ethel E.

Criss

Account Name:

Ethel E. Criss

,,,,,,

Street:

Hom Work:

City:

Payson

CBR:

State:

ΑZ

Zip:

<u>is:</u>

Utility Company.

Kohl's Ranch Water Company

Division:

Water

Contact Name:

John B. Holbrook

Contact Phone:

Nature of Complaint:

10/20/10 Email Received - Opinion Opposed:

RE: Docket No. W-02886A-10-0369

From: Tricia Biddle [mailto:

Sent: Wednesday, October 20, 2010 5:38 PM

To: Utilities Div - Mailbox

Subject: Re: Docket Number: W-02886A-10-0369

ATTACHED - LETTER FROM CUSTOMER:

October 20, 2010

Arizona Corporation Commission

DOCKETED

Arizona Corporation Commission Consumer Services Commission 1200 West Washington Street

Phoenix, AZ 85007

OCT 2 9 2010

DOCKETED BY

Re: Docket Number: W-02886A-10-0369

I'm writing to protest the large rate increase requested by ILX for Kohl's Ranch Water Company.

I have owned my property at Kohl's Ranch since 1958. It was used only as a weekend cabin for years (summer only) but now I use it no more than about a week all year due to my health.

Most of my neighbors use their cabins only on weekends. There are only a few year round residents in the entire development.

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For ILX to request such a large rate increase is outrageous. To my knowledge there have been no improvements made to this service in all this time. There have been times over the years when the spring that supplies our water has gone dry. If ILX gave Diamond Resorts the water storage tank what are the residents to do if we have no water storage tank to supply water if this occurs?

I understand that the base charge of \$41.75 per month is considerably higher than the surrounding water companies. In addition, asking for a surcharge of \$17.50 for each 1,000 gallons over 5,000 is much too high. This could average near \$100.00 per month during the summer if you used your property!

A modest increase would allow a much needed upgrade to the system. Considering that there are so few year round residents, why is it necessary to even read the meters more than once or twice during the winter? This could be a cost saving to the company. I'm planning on attending the meeting on November 3 and hope the Commission will provide additional information for the homeowners.

Sincerely,

Ethel E. Criss

rayson, AZ \{
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed with the Docket Control Center of the Commission to be made part of the record. CLOSED *End of Comments*

Date Completed: 10/21/2010

Opinion No. 2010 - 90436